

JD Format

BOB Financial Solutions Limited is a wholly owned subsidiary of Bank of Baroda and a Non-Deposit Accepting Non-Banking Finance Company (NBFC). BFSL was established in the year 1994 to cater to the need of rapidly growing credit card industry in a focused manner. BFSL is one among the pioneers in Indian card market and was the first nonbanking company in India to issue credit cards.

The Company's core business is credit card issuance.

Position	Assistant Manager/ Senior Officer - Customer Experience
Role & Responsibilities	<p>Key highlights of the role are listed below (purely indicative and not limiting):</p> <p>This position would include the mentioned set of responsibilities but not limited to:</p> <p><u>Objectives</u></p> <ol style="list-style-type: none"> 1. Manage Operational Activity effectively and efficiently within the defined TAT 2. Bring in best industry practices to improve the overall functioning 3. Ensure high quality Service Delivery and Staff Productivity <p><u>Role and Responsibilities</u></p> <ul style="list-style-type: none"> • Effective Management of VKYC activity within defined TAT • Staff Productivity Management, Hiring & Rostering as per the business requirement. • Vendor & Invoice Management • Ensure customer queries/ complaints are addressed within the defined TAT with 100% accuracy • Liaison with internal and external stakeholders • To be aware of the Regulatory Guidelines related to KYC and VKYC • Handling escalation and queries received from cross functional teams • Supporting in Infra / admin / budgeting/ costing related matters • 100% compliance on regulatory requirements • Mentoring and guiding team on process improvements, quality of calls etc. • Flexible to work on Holidays, weekends, festivals, bank holidays etc.
Job specific skills	<p>Applicants should possess the following attributes:</p> <ul style="list-style-type: none"> • Knowledge of KYC • Good Communication Skills • Should have sound knowledge of Computer Operations, especially Excel • Should know Data Management & Record Management • Analytical Skills • Effective Team Management, Multi-tasking, Problem solving, Service Oriented
Educational Qualifications	<ul style="list-style-type: none"> • Graduate / Post Graduate or related field



Minimum Experience	<ul style="list-style-type: none">• 2 Years
Location of posting	<ul style="list-style-type: none">• Mumbai <p>The candidate may be deputed to work with the team(s) within the organization / parent organization / any subsidiary of the parent organization if and as deemed necessary. Candidate is liable to be transferred to any other location in India.</p>
Maximum Age on the last date of application	<ul style="list-style-type: none">• 45
Website	www.bobfinancial.com
Other Terms	<ul style="list-style-type: none">• It may please be noted that company is not bound to call all the applicants for interview. Only shortlisted candidates will be called for selection procedure.• Canvassing, in any form, will result in disqualification of candidature.• In case of any modification in advertisement shall be updated only in Website.• The above recruitment may be scrapped at any stage of recruitment process without assigning any reasons.• Company may conduct background checks/CIBIL check at any stage of process and also call for current compensation detail/qualification documents/past employment proofs for conclusion of recruitment process.
Last Date for application	29 th Jan 2024